

1 WHAT WE CLAIM IS:

- 2 1. A system for supporting the management of an integrated communications
3 provider (ICP), said system comprising:
 - 4 a computer processor means for inputting and processing information necessary to the
5 management of an ICP;
 - 6 wherein the computer processor further comprises a graphical user interface for
7 displaying information or data entry prompting requests to a human operator;
 - 8 a pre-order management component comprising instructions for retrieving customer
9 service records from telecommunication service providers and parsing said
10 customer service records into reports containing equivalent ICP services;
 - 11 a gateway for transferring information to and receiving information from
12 telecommunication service providers;
 - 13 a service management component comprising instructions for creating and tracking
14 work plans;
 - 15 wherein said work plans comprise a work activity event for performing installation or
16 troubleshooting of each sub-model component of a telecommunications service
17 provided by the ICP to a customer;
 - 18 a circuit management component comprising instructions for creating a hierachal list
19 comprising ICP on-net circuit assignments and off-net circuit assignments;
 - 20 wherein said circuit management component further comprises instructions for
21 creating a cutover work plan;
 - 22 wherein said circuit management component further comprises an automatic means of
23 receiving requests from trading partners of the ICP;

1 wherein said requests from trading partners are either rejected or inserted into said
2 hierachal list;
3 a design management component comprising instructions for automatically selecting
4 a communications service model; decomposing said service model into sub-model
5 components and creating a communications design therefrom and;
6 wherein said design management component further comprises instructions for
7 automatically issuing service requests to ICP trading partners.

- 8 2. The system of claim 1 wherein the customer service records are retrieved using
9 electronic data exchange with said telecommunication service providers.
- 10 3. The system of claim 1 wherein the gateway conforms to order and billing forum
11 requirements for electronic data exchange.
- 12 4. The system of claim 1 wherein the gateway comprises instructions for validation
13 checking in conformance with local service ordering guidelines and access service
14 ordering guidelines established by telecommunication service providers.
- 15 5. The system of claim 1 wherein the design management component further
16 comprises an optimizing algorithm.
- 17 6. The system of claim 1 wherein the processor comprises a hosting processor means
18 and a network connectivity means, said network connectivity means further
19 comprising connectivity to a network selected from the group of networks
20 including a local area network, the Internet, an intranet, a wireless network, a
21 wireless local loop network, or a network comprised of combinations of local area
22 networks, the Internet, intranets, wireless networks, and wireless local loop
23 networks.

- 1 7. The system of claim 6 wherein the graphical user interface is displayed using
2 hypertext markup language.
- 3 8. A system for managing sales proposals of an integrated communications provider
4 (ICP), said system comprising:
5 a computer processor means for inputting and processing information necessary to the
6 management of an ICP;
7 a gateway for transferring information to and receiving information from
8 telecommunication service providers;
9 a pre-order management component comprising instructions for retrieving customer
10 service records from telecommunication service providers and parsing said
11 customer service records into reports containing equivalent ICP services;
12 a design management component comprising instructions for selecting a
13 communications service model; decomposing said service model into sub-model
14 components and creating a communication services sales proposal therefrom;
15 wherein subsequent versions of said sales proposal are automatically created
16 subsequent to a request from a human operator for alternate communication
17 service models;
18 wherein said design management component further comprises instructions for
19 issuing service requests to ICP trading partners;
20 wherein such requests to ICP trading partners comprise requests for local service
21 request, assignment of telephone number request, assignment of Internet protocol
22 address, and requests for data broadband services;

1 wherein said design management component further comprises instructions for
2 creating cutover reports subsequent to acceptance of a sales proposal by a
3 customer;
4 a service management component comprising instructions for creating and tracking
5 work plans;
6 wherein said work plans comprise a work activity event for performing installation or
7 troubleshooting of each sub-model component of a telecommunications service
8 provided by the ICP to a customer and;
9 a circuit management component comprising instructions for creating a hierachal list
10 of ICP on-net circuit assignments.

- 11 9. The system of claim 8 wherein the customer service records are retrieved using
12 electronic data exchange with said telecommunication service providers.
- 13 10. The system of claim 8 wherein the gateway conforms to order and billing forum
14 requirements for electronic data exchange.
- 15 11. The system of claim 8 wherein the gateway comprises instructions for validation
16 checking in conformance with local service ordering guidelines and access service
17 ordering guidelines established by telecommunication service providers.
- 18 12. The system of claim 8 wherein the design management component further
19 comprises an optimizing algorithm.
- 20 13. The system of claim 8 wherein the processor comprises a hosting processor means
21 and a network connectivity means, said network connectivity means further
22 comprising connectivity to a network selected from the group of networks
23 including a local area network, the Internet, an intranet, a wireless network, a

1 wireless local loop network, or a network comprised of combinations of local area
2 networks, the Internet, intranets, wireless networks, and wireless local loop
3 networks.

4 14. The system of claim 13 wherein the graphical user interface is displayed using
5 hypertext markup language.

6 15. A system for managing sales proposals of an integrated communications provider
7 (ICP), comprising:

8 a computer processor means for inputting and processing information necessary to the
9 management of an ICP;

10 a gateway for transferring information to and receiving information from
11 telecommunication service providers;

12 a pre-order management component comprising instructions for retrieving customer
13 service records from telecommunication service providers and parsing said
14 customer service records into reports containing equivalent ICP services;

15 a design management component comprising instructions for selecting a
16 communications service model; decomposing said service model into sub-model
17 components and creating a communication services sales proposal therefrom;

18 wherein subsequent versions of said sales proposal are automatically created
19 subsequent to a request from a human operator for alternate communication
20 service models.

21 16. The system of claim 15 wherein the design management component further
22 comprises instructions for compiling sales proposals from multiple customer
23 locations into a single consolidated sales proposal.

